Arizona @ Your Service (AAYS) portal

Providing Citizens with Internet Access to the Arizona Government

The Center of Arizona's E-Government Initiative

In 1998, the State of Arizona set out to develop a leading-edge web portal that would offer Arizona citizens improved access to government agency information and services over the Internet. The resulting Arizona @ Your Service (AAYS) Portal is now the center of the State of Arizona's e-government initiative, providing citizens access to Arizona's government organizations from a single web site. Currently, more than 150 Arizona state, county, and municipal agencies leverage the capabilities of the Arizona Portal. Many of these agencies save money and provide better services by utilizing the proven web application development expertise and infrastructure of the Portal. AAYS has helped establish that Arizona has a "modern" government that allows its citizens to access one website, day or night, to do business online with their government quickly and easily.

The AAYS Solution: Overview

The AAYS Portal is a proven, cost effective, flexible, and secure set of technologies and services for supporting e-government initiatives for Arizona government agencies. The AAYS Portal provides agencies with a powerful 24x7 platform for delivering e-government services to their customers at a fraction of the cost and time required for developing and supporting their own solutions. The AAYS Portal also provides agencies with efficient acquisition, expert project governance, access to technical consulting and application development skills, a robust shared and managed infrastructure, and a growing set of shared services to support agency applications. And agencies gain all of these benefits without sacrificing control over their own applications. Leveraging the power of the AAYS Portal, many organizations can undertake projects they otherwise could not accomplish on their own and, ultimately, provide services to citizens that they otherwise could not offer online. The result: a single web site citizens can visit to access information and/or services from any Arizona government agency — an online "portal" to the Arizona government.

The AAYS Style Guide Promotes Consistency and Ease of Use

The AAYS Style Guide presents a web standard that AAYS developed for the State of Arizona to help ensure a consistently attractive and easy-to-use web interface. The Style Guide provides guidelines for utilizing agency branding, typography, color palette, and other graphic devices, creating a universal visual representation across all Arizona agency websites. Furthermore, the Style Guide is compliant with Section 508 of the Rehabilitation Act. Developed on the basis of extensive usability testing of the AAYS customer web pages and interactive model, the Style Guide promotes uniform and intuitive customer navigation, making your agency's web site very easy to use. And while the Style Guide creates a cohesive brand experience, it is flexible enough that your agency can tailor it to meet your needs and reinforce your agency's brand identity.

Shared Infrastructure — Proven, Secure, and Cost-Saving

The AAYS Portal can host your agency's web applications on its robust, monitored, highly secure, and highly fault tolerant infrastructure. The AAYS Portal infrastructure is based on a proven e-business framework that provides a model for designing and operating e-business solutions. And the Portal's open application and networking standards ensure compatibility and flexibility now and in the future. Because your agency doesn't have to provide the infrastructure (and doesn't have to develop and support a stand-alone solution), your agency saves money. Even if your agency hosts its own applications, you can still enjoy the growing number of powerful, cost-saving AAYS Portal features, such as Payment Gateway and Secure Gateway (see Powerful Shared Services below), that can simply be "plugged in" to your agency's applications.

Powerful Shared Services

Because the AAYS infrastructure is shared by all agencies, AAYS is in a unique position to offer your agency powerful money-saving services. Such services as Secure Gateway, Payment Gateway, and the AAYS Portal Search Engine can simply be plugged in to your agency's new or existing web applications, alleviating the need to design, develop, and maintain your own solutions. Adding these services is fast and easy and involves no risk. And because these services are offered at "on-demand" pricing, you only pay for what you use.

Secure Gateway allows your agency to "plug in" single sign-on security services to your new or existing web applications. This powerful security service allows your agency's customers to use one userid and password to access your agency's multiple web applications. Secure Gateway provides your security administrators full, flexible control of customer access to agency applications and supports applications that require the following authentication mechanisms: Public Anonymous, User ID/Password, RSA SecurID, and Digital Certificates. With Secure Gateway, your agency gains a powerful, comprehensive, central security solution without spending the time or money required to develop your own security solution.

Payment Gateway provides secure online payment services for your agency's web applications. Your agency can add Payment Gateway to allow your customers to pay for agency goods and services via credit card, e-check, or even alternative forms of payment such as gift cards. With Payment Gateway, your agency pays only for transactions processed — low transaction and discount fees are applied on a per-transaction basis. Payment Gateway further saves your agency money by absorbing many of the typical merchant costs associated with other payment processing and services.

Your agency may also take advantage of the AAYS Search Engine — at no additional cost. You can add the AAYS Search Engine form to your website, and all Search Results pages match the AAYS look and feel. Furthermore, you can customize the main AAYS Search Engine search page when it is accessed from your site, such as adding a link to your home page and specifying an image/logo that will link back to the referring page.

Application Development

The AAYS Portal Application Development Delivery Team can create your agency's applications from the ground up using proven design, development, testing and delivery techniques. With over three years experience creating successful Arizona web sites and applications,

the Application Development Delivery Team makes optimal use of the AAYS Portal technical architectures, including WebSphere Application Service, Java, and highly fault tolerant servers, to create robust and easy-to-use applications. Your agency's application will undergo rigorous system and regression testing, so you can trust that it runs right from the "go live" date. Constantly monitoring your application's performance, AAYS Portal Operations collects and reports usage and access metrics, continually optimizing your application's availability to your agency's customers. Furthermore, your application can be linked with your existing agency host systems using such proven techniques as web services, socket communication protocols, IMS protocols, JDBC, FTP, and SMTP. These connections can be made via a special T1 link, the AAMVAnet, or the Internet as appropriate. By leveraging the knowledge and experience of the AAYS Portal Application Development Delivery Team, your agency is guaranteed an application that is well designed, well developed, well tested, and skillfully delivered.

Proven Governance Model Helps Your Agency Succeed

To help your agency succeed in developing complex e-government applications, the AAYS Portal governance model provides expert project oversight and governance assistance, offering immediate access to key state and technology partner executives when needed to resolve project issues. The AAYS governance model, combined with the breadth and depth of technical resources available from the AAYS team, significantly reduces the risks normally associated with complex e-government application development projects. And while you gain the benefits of this expert assistance, you retain control of your application development projects; that is, you are the customer, and you sign the contracts/agreements. The AAYS governance model has been proven on successful e-Government projects with many Arizona agencies.

Efficient Acquisition — Faster Time to Market

With the AAYS Portal your agency enjoys decreased workload and lower costs and begins providing better services to its customers more quickly. Because the AAYS Portal is an existing contract, the standard project acquisition process can be significantly shortened. With a simple project change request, work on agency projects can begin almost immediately, so your agency

can begin providing services to citizens faster. Because the AAYS Portal provides powerful services and a proven infrastructure, your agency's solution development time can be greatly reduced.

Department of Environmental Quality: An Example of Success

The Department of Environmental Quality (DEQ) Smart Notice of Intent (NOI) project is an outstanding example of the power and success of the AAYS Portal and Arizona's e-government initiative. DEQ has been mandated by the federal government to comply with new storm water permit regulations, increasing the number of permits processed from a few hundred a year to over 10,000 a year. However, DEQ received no federal funding for this mandate.

To meet federal government's requirements, DEQ developed an innovative solution that handles these request online, a solution that earned DEQ an EPA grant to develop their idea. Although the EPA grant was only a small portion of the money needed to implement their solution without the AAYS Portal, the Portal's existing services, application development, and infrastructure has made the Smart NOI project feasible for DEQ. The DEQ Smart NOI solution design fully leverages AAYS Portal resources and infrastructure in order to improve speed of execution and minimize project cost.

The AAYS team has worked with DEQ to use advanced technologies, including geospatial GIS technology, to automate the processing of the overwhelming majority of these permits. The DEQ Smart NOI application can now handle the increased volume of NOIs, allowing storm-water NOIs to be filed on line, providing responses to NOIs within 48 hours, providing DEQ more complete and timely information to support compliance/enforcement efforts, and automatically processing Notices of Termination. With the help of the AAYS Portal, DEQ has been able to meet the federal government's mandate.

Leveraging the power of the AAYS Portal, many organizations can undertake projects they otherwise could not accomplish on their own and, ultimately, provide services to citizens that they otherwise could not offer online.

AAYS User Interface Projects

The following is a list of agencies that use the AAYS Style Guide to improve the usability of their websites and to ensure a consistent "look and feel" across the AAYS Portal:

- Government Information Technology Agency
- Governor's Office of Highway Safety
- Department of Administration
- General Accounting Office
- Department of Revenue
- Department of Banking
- Board of Behavioral Health Examiners
- Board of Cosmetology
- Board of Dental Examiners
- Human Resource Information Solution
- Game and Fish
- State Procurement Office
- State Retirement System
- Department of Veteran Services
- Governor's Council on Innovation and Technology
- Department of Education
- Human Resources
- Governor's Office
- Residential Utility Consumer Office

AAYS Infrastructure Projects

The following is a list of agencies for which the AAYS Portal provides the application execution environment — the hardware and software — on which their solutions run.

- Government Information Technology Agency (GITA) — AAYS Portal Infrastructure
- Motor Vehicle Division (MVD) — Motor Vehicle Records Retrieval (MVRRS)

- Governor's Office of Highway Safety (GOHS) — DUI Statistics Capture and Reporting
- Department of Environmental Quality (DEQ) — Smart Stormwater Notice of Intent
- Department of Insurance (DOI) — Application Hosting for Insurance Provider Status

AAYS Shared Services Projects

The following is a list of agencies that use one or more of the AAYS Portal Shared Services — Secure Gateway, Payment Gateway, and the AAYS Search Engine:

- Government Information Technology Agency — Secure Gateway, Payment Gateway, Search Engine.
- Motor Vehicles Division — Secure Gateway, Payment Gateway.
- Governor's Office of Highway Safety — Secure Gateway.
- Department of Economic Security — Secure Gateway.
- Department of Environmental Quality — Secure Gateway.
- Arizona Government University — Payment Gateway.

AAYS Application Development Projects

The following is a list of agencies for whose solutions were developed by the AAYS Portal Application Development Delivery Team:

- Motor Vehicle Division (MVD) — Motor Vehicle Records Retrieval (MVRRS)
- Governor's Office of Highway Safety (GOHS) — DUI Statistics Capture and Reporting
- Department of Environmental Quality (DEQ) — Smart Stormwater Notice of Intent
- Department of Water Resources (DWR) — Application Assistance for Notice of Intent

These lists were correct at the time of printing. For updated lists, please visit our website: http://gita.state.az.us/aays

Contact

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